

SUBPART GEN: GENERAL REQUIREMENTS

SECTION 1 – GENERAL

ORO.GEN.105 Competent authority

Regulation (EU) No 379/2014

For the purpose of this Annex, the competent authority exercising oversight over operators subject to a certification or declaration obligation or specialised operation authorisation shall be for operators having their principal place of business in a Member State, the authority designated by that Member State.

ORO.GEN.110 Operator responsibilities

Regulation (EU) 2019/1384

- (a) The operator is responsible for the operation of the aircraft in accordance with Annex IV to Regulation (EC) No 216/2008, as applicable, the relevant requirements of this Annex and its air operator certificate (AOC) or specialised operation authorisation (SPO authorisation) or declaration.
- (b) Every flight shall be conducted in accordance with the provisions of the operations manual.
- (c) The operator shall establish and maintain a system for exercising operational control over any flight operated under the terms of its certificate, SPO authorisation or declaration.
- (d) The operator shall ensure that its aircraft are equipped and its crews are qualified as required for the area and type of operation.
- (e) The operator shall ensure that all personnel assigned to, or directly involved in, ground and flight operations are properly instructed, have demonstrated their abilities in their particular duties and are aware of their responsibilities and the relationship of such duties to the operation as a whole.
- (f) The operator shall establish procedures and instructions for the safe operation of each aircraft type, containing ground staff and crew member duties and responsibilities, for all types of operation on the ground and in flight. Those procedures and instructions shall not require crew members to perform any activities during critical phases of flight other than those required for the safe operation of the aircraft. Procedures and instructions for a sterile flight crew compartment shall also be included.
- (g) The operator shall ensure that all personnel are made aware that they shall comply with the laws, regulations and procedures of those States in which operations are conducted and that are pertinent to the performance of their duties.
- (h) The operator shall establish a checklist for each aircraft type to be used by crew members in all phases of flight under normal, abnormal and emergency conditions in order to ensure that the operating procedures in the operations manual are followed. The design and the usage of checklists shall observe human factors principles and take into account the latest relevant documentation from the design approval holder.
- (i) The operator shall specify flight planning procedures to provide for the safe conduct of the flight based on considerations of aircraft performance, other operating limitations and relevant

expected conditions on the route to be followed and at the aerodromes or operating sites concerned. These procedures shall be included in the operations manual.

- (j) The operator shall establish and maintain dangerous goods training programmes for personnel as required by the technical instructions. Such training programmes shall be commensurate with the responsibilities of personnel. Training programmes of operators performing CAT, whether they transport dangerous goods or not, and of operators conducting operations other than CAT referred to in points (b), (c) and (d) of point [ORO.GEN.005](#) that transport dangerous goods shall be subject to review and approval by the competent authority.
- (k) Notwithstanding point (j), operators conducting commercial operations with either of the following aircraft shall ensure that the flight crew has received an appropriate dangerous goods training or briefing, to enable them to recognise undeclared dangerous goods brought on board by passengers or as cargo:
 - (1) a single-engined propeller-driven aeroplane having an MCTOM of 5 700 kg or less and a MOPSC of 5 or less, operated in a flight taking off and landing at the same aerodrome or operating site, under VFR by day;
 - (2) an other-than-complex motor-powered helicopter, single-engined, with an MOPSC of 5 or less, operated in a flight taking off and landing at the same aerodrome or operating site, under VFR by day.

AMC1 ORO.GEN.110(a) Operator responsibilities

ED Decision 2015/005/R

SECURITY TRAINING PROGRAMME FOR CREW MEMBERS — CAT OPERATIONS

Without prejudice to Regulation (EC) No 300/2008, the CAT operator should establish and maintain a security training programme for crew members, including theoretical and practical elements. This training should be provided at the time of operator conversion training and thereafter at intervals not exceeding three years. The content and duration of the training should be adapted to the security threats of the individual operator and should ensure that crew members act in the most appropriate manner to minimise the consequences of acts of unlawful interference. This programme should include the following elements:

- (a) determination of the seriousness of the occurrence;
- (b) crew communication and coordination;
- (c) appropriate self-defence responses;
- (d) use of non-lethal protective devices assigned to crew members whose use is authorised by the Member State;
- (e) understanding of behaviour of terrorists so as to facilitate the ability of crew members to cope with hijacker behaviour and passenger responses;
- (f) in case where cabin crew are required, live situational training exercises regarding various threat conditions;
- (g) flight crew compartment procedures to protect the aircraft;
- (h) aircraft search procedures, in accordance with Regulation (EC) No 300/2008, including identification of prohibited articles; and
- (i) guidance on the least risk bomb locations.

AMC2 ORO.GEN.110(a) Operator responsibilities

ED Decision 2015/005/R

SECURITY TRAINING PROGRAMME FOR GROUND PERSONNEL — CAT OPERATIONS

In accordance with Regulation (EC) No 300/2008, the CAT operator should establish and maintain a security training programme for ground personnel to acquaint appropriate employees with preventive measures and techniques in relation to passengers, baggage, cargo, mail, equipment, stores and supplies intended for carriage so that they contribute to the prevention of acts of sabotage or other forms of unlawful interference.

GM1 ORO.GEN.110(a) Operator responsibilities

ED Decision 2015/005/R

SECURITY TRAINING PROGRAMME FOR CREW MEMBERS

ICAO Security Manual Doc 9811 (restricted access) contains guidance on the development of training programmes.

AMC1 ORO.GEN.110(c) Operator responsibilities

ED Decision 2014/017/R

OPERATIONAL CONTROL

The organisation and methods established to exercise operational control should be included in the operations manual and should cover at least a description of responsibilities concerning the initiation, continuation and termination or diversion of each flight.

GM1 ORO.GEN.110(c) Operator responsibilities

ED Decision 2022/005/R

OPERATIONAL CONTROL

- (a) Point [ORO.GEN.110\(c\)](#) does not imply a requirement for licensed flight operations officers/flight dispatchers.
- (b) If the operator uses flight operations officers (FOOs)/flight dispatchers (FDs) in conjunction with a method of operational control, training for that personnel should be based on the relevant parts of ICAO Annex 1 and ICAO Documents 10106 and 9868. This training should be described in the OM.

AMC1 ORO.GEN.110(c)&(e) Operator responsibilities

ED Decision 2022/005/R

PERSONNEL RESPONSIBILITIES — OPERATIONAL CONTROL PERSONNEL THAT PERFORM TASKS RELATED TO FLIGHT MONITORING AND FLIGHT WATCH — TRAINING PROGRAMME

- (a) When a CAT operator uses flight monitoring or flight watch as functions of a system for exercising operational control, FOOs/FDs should perform those functions.
- (b) The CAT operator should develop a training programme, based on the relevant parts of ICAO Annex 1, ICAO Documents 10106 and 9868, for FOOs/FDs that perform those functions.
- (c) The training programme specified above should be detailed in the OM of the CAT operator and should be delivered by an instructor for operational control personnel.

INITIAL TRAINING

- (d) The initial training should include, where relevant to the intended operation, the following elements that should be tailored to the specific duties assigned to each person:
- (1) air law:
rules and regulations relevant to the task assignment, appropriate ATS practices and procedures;
 - (2) aircraft general knowledge:
 - (i) principles of operation of aeroplane engines/systems/instruments;
 - (ii) operating limitations of aeroplanes and engines; and
 - (iii) MEL and configuration deviation list (CDL);
 - (3) flight performance calculation, planning procedures, and loading:
 - (i) effects of loading and mass distribution on aircraft performance and flight characteristics; mass and balance calculations;
 - (ii) operational flight planning; fuel consumption and endurance calculations; alternate aerodrome selection procedures; en-route cruising control; extended range operation;
 - (iii) preparation and filing of ATS flight plans; and
 - (iv) basic principles of computer-assisted planning systems;
 - (4) human performance:
human performance related to operational control duties, including principles of threat and error management (TEM); guidance material on how to design training programmes on human performance, including on TEM, is provided in ICAO Doc 9683 Human Factors Training Manual;
 - (5) meteorology:
 - (A) aeronautical meteorology; movement of pressure systems; structure of fronts; origin and characteristics of significant weather phenomena that affect take-off, en-route, and landing conditions;
 - (B) interpretation and application of aeronautical meteorological reports, charts, and forecasts; codes and abbreviations; use of, and procedures for, obtaining meteorological information;
 - (C) effects of meteorological conditions on aircraft operation and on radio reception in the aircraft that is used by the operator; and
 - (D) all-weather operations;
 - (6) navigation:
 - (A) principles of air navigation with particular reference to IFR; and
 - (B) navigation and radio equipment in the aircraft that is used by the operator;

- (7) operational procedures:
 - (A) use of aeronautical documentation and SOPs;
 - (B) procedures for operations beyond 60 minutes from an adequate aerodrome, including, if applicable, extended-diversion-time operations (EDTOs);
 - (C) operational procedures for the carriage of cargo and dangerous goods;
 - (D) de-icing/anti-icing;
 - (E) procedures related to aircraft accidents and incidents; emergency flight procedures; and
 - (F) security procedures related to unlawful interference and sabotage of aircraft;
- (8) principles of flight:
principles of flight related to the appropriate category of aircraft;
- (9) radio communications:
procedures for communicating with other aircraft and ground stations; and
- (10) special aerodromes.

OPERATOR-SPECIFIC TRAINING

- (e) In addition to the initial training, FOOs/FDs should receive training in the specific duties, responsibilities, and tools that are associated with the operational control system of the operator.

RECURRENT TRAINING

- (f) When the recurrent training is conducted within the last 12 months of a 36-month validity period, the next 36-month validity period should be calculated from the original expiry date of the previous assessment.
- (g) Notwithstanding the 36-month interval of point (f), recurrent training may also be performed at shorter intervals and adjusted to the needs identified after an assessment of the training needs conducted by the operator.

KNOWLEDGE, SKILLS, AND QUALIFICATIONS FOR INSTRUCTORS OF OPERATIONAL CONTROL PERSONNEL

- (h) Unless otherwise required by the relevant national regulations, instructors for operational control personnel should:
 - (1) be able to prove that they are current in the subjects covered by the training programme for FOOs/FDs, including the operator-specific elements, or otherwise successfully complete an FOO/FD training programme;
 - (2) have adequate instructional skills or attend instructor training; if more than 24 months have passed since the delivery of the last FOO/FD course, they should attend recurrent instructor training before delivering the next course; and
 - (3) have relevant work experience in the areas of the training that they provide.
- (i) The CAT operator should include in the OM the required knowledge, skills, and qualifications of the instructors for operational control personnel.

AMC1 ORO.GEN.110(e) Operator responsibilities

ED Decision 2017/007/R

MEL TRAINING PROGRAMME

- (a) The operator should develop a training programme for ground personnel dealing with the use of the MEL and detail such training in the continuing airworthiness maintenance exposition CAME and OM as appropriate. Such training programme should include:
- (1) the scope, extent and use of the MEL;
 - (2) placarding of inoperative equipment;
 - (3) deferral procedures;
 - (4) dispatching; and
 - (5) any other operator's MEL related procedures.
- (b) The operator should develop a training programme for crew members and detail such training in the Operations Manual. Such training programme should include:
- (1) the scope, extent and use of the MEL;
 - (2) the operator's MEL procedures;
 - (3) elementary maintenance procedures in accordance with Commission Regulation (EU) No 1321/2014; and
 - (4) pilot-in-command/commander responsibilities.

AMC2 ORO.GEN.110(e) Operator responsibilities

ED Decision 2015/005/R

GROUND OPERATIONS WITH PASSENGERS ON BOARD IN THE ABSENCE OF FLIGHT CREW

For ground operations, whenever passengers are embarking, on board or disembarking in the absence of flight crew members, the operator should:

- (a) establish procedures to alert the aerodrome services in the event of ground emergency or urgent need; and
- (b) ensure that at least one person on board the aircraft is qualified to apply these procedures and ensure proper coordination between the aircraft and the aerodrome services.

GM1 ORO.GEN.110(e) Operator responsibilities

ED Decision 2014/017/R

GROUND PERSONNEL

For the purpose of the MEL training programme referred to in [AMC1 ORO.GEN.110\(e\)](#) ground personnel include maintenance personnel, flight dispatchers and operations officers.

GM2 ORO.GEN.110(e) Operator responsibilities

ED Decision 2015/005/R

AERODROME SERVICES

Aerodrome services refer to units available at an aerodrome that could be of assistance in responding to an urgent need or an emergency, such as rescue and firefighting services, medical and ambulance services, air traffic services, security services, police, aerodrome operations, air operators.

AMC1 ORO.GEN.110(f) Operator responsibilities

ED Decision 2015/005/R

STERILE FLIGHT CREW COMPARTMENT

- (a) Sterile flight crew compartment procedures should ensure that:
 - (1) flight crew activities are restricted to essential operational activities; and
 - (2) cabin crew and technical crew communications to flight crew or entry into the flight crew compartment are restricted to safety or security matters.
- (b) The sterile flight crew compartment procedures should be applied:
 - (1) during critical phases of flight;
 - (2) during taxiing (aeroplanes);
 - (3) below 10 000 feet above the aerodrome of departure after take-off and the aerodrome of destination before landing, except for cruise flight; and
 - (4) during any other phases of flight as determined by the pilot-in-command or commander.
- (c) All crew members should be trained on sterile flight crew compartment procedures established by the operator, as appropriate to their duties.

AMC2 ORO.GEN.110(f) Operator responsibilities

ED Decision 2022/005/R

INSTRUCTIONS ABOUT DUTIES AND RESPONSIBILITIES OF PERSONNEL — BRIEFING OF FLIGHT OPERATIONS OFFICERS/FLIGHT DISPATCHERS BEFORE ASSUMING DUTIES

In the context of an ongoing flight-following, flight-monitoring, or flight-watch activity, an FOO/FD, before assuming duties, should be briefed on the elements related to the safety of the operations the FOO/FD will be performing as part of the operational control.

GM1 ORO.GEN.110(f) Operator responsibilities

ED Decision 2015/005/R

STERILE FLIGHT CREW COMPARTMENT

- (a) Establishment of procedures

The operator should establish procedures for flight, cabin, and technical crew that emphasise the objectives and importance of the sterile flight crew compartment. These procedures should also emphasise that, during periods of time when the sterile flight deck compartment procedures are applied, cabin crew and technical crew members should call the flight crew or enter the flight crew compartment only in cases related to safety or security matters. In such cases, information should be timely and accurate.

(b) Flight crew activities

When sterile flight crew compartment procedures are applied, flight crew members are focused on their essential operational activities without being disturbed by non-safety related matters. Examples of activities that should not be performed are:

- (1) radio calls concerning passenger connections, fuel loads, catering, etc.;
- (2) non-critical paperwork; and
- (3) mass and balance corrections and performance calculations, unless required for safety reasons.

(c) Communication to the flight crew

Cabin crew and technical crew use their own discretion to determine whether the situation is related to safety or security matters and whether to call the flight crew. Situations requiring information to the flight crew may include:

- (1) any outbreak of fire inside the cabin or in an engine;
- (2) a burning smell in the cabin or presence of smoke inside or outside;
- (3) fuel or fluid leakage;
- (4) exit door unable to be armed or disarmed;
- (5) localised extreme cabin temperature changes;
- (6) evidence of airframe icing;
- (7) cabin/galley equipment or furniture malfunction/breakage posing a hazard to the occupants;
- (8) suspicious object;
- (9) disruptive passenger;
- (10) security threat;
- (11) abnormal vibration or noise;
- (12) medical emergency;
- (13) general drop-down of the oxygen masks in the cabin; and
- (14) any other condition deemed relevant by a cabin crew or technical crew member.

GM2 ORO.GEN.110(f) Operator responsibilities

ED Decision 2022/014/R

ELEMENTS OF THE BRIEFING GIVEN TO FLIGHT OPERATIONS OFFICERS/FLIGHT DISPATCHERS BEFORE ASSUMING DUTIES

Before commencing their shift, the FOO/FD should be briefed on relevant safety information such as:

- (a) weather charts;
- (b) weather reports;
- (c) NOTAMs;
- (d) operational restrictions in force;

- (e) flights in the air and flights for which operational flight plans have been issued but which have not yet started and for which the FOO/FD will be responsible;
- (f) the forecast flight schedule; and
- (g) other relevant safety information as listed in [GM28 Annex I 'Definitions for terms used in Annexes II to VIII'](#).

AMC1 ORO.GEN.110(f)(h) Operator responsibilities

ED Decision 2019/019/R

ESTABLISHMENT OF PROCEDURES

- (a) An operator should establish procedures to be followed by cabin crew covering at least:
 - (1) arming and disarming of slides;
 - (2) operation of cabin lights, including emergency lighting;
 - (3) prevention and detection of cabin, galley and toilet fires;
 - (4) actions to be taken when turbulence is encountered;
 - (5) actions to be taken in the event of an emergency and/or an evacuation; and
 - (6) safety aspects of the in-flight entertainment (IFE) system, if installed.
- (b) When establishing procedures and a checklist system for cabin crew with respect to the aircraft cabin, the operator should take into account at least the following duties:

| Duties | Pre-take off | In-flight | Pre-landing | Post-landing |
|---|--------------|-------------|-------------|--------------|
| (1) Briefing of cabin crew by the senior cabin crew member prior to commencement of a flight or series of flights | x | | | |
| (2) Check of safety and emergency equipment in accordance with operator's policies and procedures | x | | | |
| (3) Security checks as applicable | x | | | x |
| (4) Passenger embarkation and disembarkation | x | | | x |
| (5) Securing of passenger cabin (e.g. seat belts, cabin cargo/baggage, IFE system) | x | | x | |
| (6) Securing of galleys and stowage of equipment | x | if required | x | |
| (7) Arming of door/exit slides | x | | | |
| (8) Safety briefing/information to passengers | x | x | x | x |
| (9) 'Cabin secure' report to flight crew | x | if required | x | |
| (10) Operation of cabin lights | x | if required | x | x |
| (11) Safety aspects of the IFE system (if installed) | x | x | x | x |
| (12) Cabin crew at assigned crew stations | x | if required | x | x |
| (13) Surveillance of passenger cabin | x | x | x | x |